Jira Service Desk

- Export from Customer Portal Request Detail
 Export from Customer Portal Request List
- Export from Jira Service Desk Queue

Export from Customer Portal Request Detail

You can now get your requests printed on documents. To get this working, enable the feature on the Xporter Global Settings screen. It must have at least one template configured with scope Everywhere or JSD Request Detail.

A new action will be available on Jira Service Desk actions section in order to allow you to get a document.

Click Xporter - you should be able to select the template and the output format to generate the report.

Help Center	Requests 😗 🌔 🗸
Help Center / DESK / DESK-1 What am I looking at? warma reasurement Comment on this request Contractify me Share Second this issue in one of your preset queues. This is where your agents work on your end users' requests. On your left hand side are the queues where you can easily see all requests coming from your end users. On your left hand side are the queues where you can easily see all requests coming from your end users. You can also see what this issue looks like in the Customer Portal by selecting the View customer request link to the right. Got It? Now click Resolve this issue and add a comment to complete this request.	je 1s Rodrigues

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Export from Customer Portal Request List

This feature will allow exporting all the requests created by the user, or the requests where the user is participant, into a single report.

First, you need to enable the option, Xporter Service Desk Requests, on the Xporter Global Settings screen. It must have at least one template configured with the scope Everywhere or JSD Request List.

After enabling the option on the Xporter Global Settings, the Service Desk Customer Portal will have the Xporter option on the Requests section.

Help Center Requests Open requests Created by me Any request type Search for requests Q Type Reference Summary Service project Status Requester	Help Center Requests	Center					
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Furthermore, click on the Xporter option. You will have a pop-up that will have a list of all templates available to use in this context, the export type format and the option that allows you to break a page when changing Issues, Projects, Issue Types or Components.

Finally, you will be able to define a custom file name to the report that will be generated. Then, click Export.

Help Center			Requests 1
		Xporter	
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	Open requests Type Reference	Break pages Never Custom Filename Optional	n for requests Q Requester
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Finally, the report can be downloaded and the document generated will have all the information from each request, in a single document.

Help Center				Requests 1
		Xporter		
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	1-1 of 1	Powered by 🥠 Jira Service Management		

Export from Jira Service Desk Queue

Jira Service desk has queues which contain all the customer requests that become issues. This screen allows users to easily navigate and search all the requests. With Xporter you are able to export all these issues into just one report.

This is a very simple process. First, you need to enable the option Xporter Service Desk Queue on the Xporter Global Settings screen. It must have at least one template configured with the scope **Everywhere** or **Bulk Export**.

After this, go to your Jira Service desk project and you will be redirected to the queue. As you can see in the image below, you will have the Xporter option.

🛷 Jir	🛛 Dashboards 🗸 Projects 🗸	Issues - Boards - X	porter Reports DbCons	ole Create				Search	Q 4	ø o 💽
<u>.</u>	QUEUES	All open						③ > Xporter	Edit queue	Delete queue
	All open 22 Unassigned issues 1 Assigned to me 16 Unassigned to me 6 Unasting on me 6 Incidents 6 Unasting on the 0 Service requests 14 Unasting on the 0 Service requests 14 Unasting on the 0 Change 2	Time to resolution -3d 9h (\$) -3d 5h (\$) -3d 5h (\$) -2d 13h (\$) -2d 5h (\$) -1d 11h (\$) -1d 15h (\$) -1d 5h (\$) -1d 5h (\$)	T Kay E DESK-31 DESK-36 DESK-38 DESK-38 DESK-23 DESK-20 DESK-20 DESK-31 DESK-31 DESK-35 DESK-31 DESK-36 DESK-31 DESK-36 DESK-38 DESK-37 DESK-38 DESK-38 DESK-38	Status OPEN WAITING FOR CUSTO WAITING FOR SUPPO WAITING FOR CUSTO OPEN	Summary Intranet down? Laptop screen blinks Cannot turn on my laptop Guest will access for dev meetup How do I connect to the file server? Extra monitor Typo on the public website New employee Jim IDE licenses Can't see Intranet	Created 28k/pr/1 27k/pr/1 27k/pr/1 29k/pr/1 29k/pr/1 30/kpr/1 30/kpr/1 30/kpr/1 30/kpr/1 30/kpr/1 30/kpr/1 30/kpr/1	P 9 9 9 9 9 9 9 9 9 9 9 9 9	Reporter Ryan Lee Ryan Lee Alana Grant Alana Grant Alana Grant Alana Grant Jannifer Evans Alana Grant Jennifer Evans		
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0			E DESK-9	AWAITING IMPLEMEN	Payroll system DB upgrade	02/May/	19	Mitch Davis		

Furthermore, you will be able to choose which queue you want to export, the report will contain only the issues that belong to the queue selected by you.

After clicking on the Xporter option, you will have a pop-up that will have a list of all templates available to use on this context, the export type format and the option that allows you to break a page when changing Issues, Projects, Issue Types or Components and an optional field to customize the file name of the report that will be generated. Then, click **Export**.

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				Omin 📕		SDDEM-5	WAITING FOR SUPPO	New employee Ryan Silva	10	Mar/21		Mitch D	avis	

Finally, wait for the operation to finish and then click on the link to download your document.

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	+ New queue	2h 48m 🕚	DESK-4 WAIT	ING FOR SUPPO New employee David Chen	03/May/19	Mitch Davis
		2h 48m 🕚	DESK-5 WAIT	ING FOR SUPPO New employee Ryan Silva	03/May/19	Mitch Davis
		2h 48m 🕚	DESK-6 WAIT	ING FOR CUSTO New employee Jacob Smith	02/May/19	Mitch Davis
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			DESK-2 AWAI	TING CAB APPR Migrate intranet server	03/May/19	Andre Fernandes Rodrigues
			DESK-3 OPEN	Intranet server offline	03/May/19	Vincent Wong
0			DESK-9 AWAI	TING IMPLEMEN Payroll system DB upgrade	02/May/19	Mitch Davis

That's it, now you have a report with all the issues that belong to the specific queue selected.

() For further information about Jira Service Desk integration with Xporter, please check our documentation here.